

EMERGENCY
ALLENSTOWN & PEMBROKE
TRI*TOWN

Emergency Medical Service

Paramedic Ambulance Service



Monthly Director's Report

for the month of

March 2017

MEDICAL SERVICES

PREFACE

Tri-Town Emergency Medical Service was created in June of 2012 and began operation in January of 2013. Prior to that date the Tri-Town Volunteer Emergency Ambulance Service was a non-profit entity that once provided ambulance service to the Towns of Allenstown, Hooksett and Pembroke. The Town of Hooksett now provides ambulance services through its fire department.

Under New Hampshire RSA 53-A, the Towns of Allenstown and Pembroke entered into an inter-municipal agreement to create a public entity to provide ambulance service for both communities. A Board of Directors is the governing body for the Service in accordance with this agreement. The ambulance is housed at the Pembroke Safety Center. The Service is staffed 24 hours per day, 7 days per week at the *Paramedic* Level. The cost of the Service is partially subsidized by funding provided from each town on a percentage basis in accordance with the provisions of the agreement. The Service also bills patients through a third party billing firm making up the remainder of the revenues that pay for the cost of operations.

Tri-Town EMS utilizes Concord Hospital as its Medical Resource Hospital and provides Emergency Medical Care under the coordination and guidance of Dr. David Hirsch. As part of the Medical Resource Hospital Agreement (MRH), Tri-Town EMS receives many of the medications and supplies the Service needs from Concord Hospital.

This report was created on April 3, 2017, by the Service Director, Christopher Gamache BS, NRP. This document contains data that was obtained from the New Hampshire Department of Safety, Bureau of Emergency Medical Service patient care reporting website, www.NHTEMSIS.org/elite, where all patient records for the Service are maintained. Tri-Town EMS is dispatched by Concord Fire Alarm who maintains all the times associated with the Service's EMS incidents. Financial data has been provided by the Town of Pembroke and by ComStar Ambulance Billing.



SECTION 1: EMERGENCY MEDICAL SERVICE (EMS) ACTIVITY:

1.1 Total Number of EMS Incidents / Request for Services:		91	
	March 2016:	88	
Allenstown, NH:		35	39%
	March 2016:	44	
Pembroke, NH:		52	57%
	March 2016:	36	
Barnstead, NH (Incl. Center Barnstead):		0	0%
Bow, NH:		0	0%
Concord, NH:		1	1%
Deerfield, NH:		0	0%
Epsom, NH:		2	2%
Hooksett, NH:		1	1%
Manchester, NH:		0	0%
1.2 Total Number of EMS Incidents Assigned to Tri-Town EMS:		83	91.2%
1.3 Total Number of EMS Incidents where Mutual Aid was GIVEN:		4	4.4%
1.4 Total Number of EMS Incidents where Mutual Aid was RECEIVED:		8	8.8%
	March 2016:	6	
Concord Fire Department:		8	
Epsom Fire Department:		0	
Hooksett Fire Department:		0	
DHART (Air Medical Transport):		0	
Other EMS Agency:		0	
1.5 Total Number of Patients Transported to the Hospital:		58	63.8%
Catholic Medical Center (CMC), Manchester, NH		5	8.5%
Concord Hospital, Concord, NH		42	72.8%
Elliot Hospital, Manchester, NH		11	18.7%
1.6 Number of Patients who Refused Transport to the Emergency Department:		16	17.6%
1.7 Total Number of EMS Responses that Resulted in Another Disposition:		8	9.8%

SECTION 2: EMS RUN DATA: (H:MM:SS)

2.1 Average Reaction Time:	0:51
2.2 Average Response Time:	4:46
2.3 Average On-Scene Time:	20:53
2.4 Average Transport Time:	19:08
2.5 Average Time the Ambulance was Unavailable at the Hospital:	19:27
2.6 Average Total Time On Task: (Tone to Back in Service or Available)	1:05:05



2.7 TIMES OF CALLS (*Time of Day & Day of the Week*)

(TIME)	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
0000-0259	0	1	0	0	1	1	1
0300-0559	2	0	0	1	1	0	0
0600-0859	3	0	2	2	2	3	1
0900-1159	2	1	2	3	2	6	2
1200-1459	3	1	1	3	2	2	4
1500-1759	0	2	1	3	1	4	0
1800-2059	2	2	2	1	3	2	2
2100-2359	0	1	1	1	2	2	1
TOTALS:	<i>12</i>	<i>7</i>	<i>9</i>	<i>14</i>	<i>14</i>	<i>20</i>	<i>11</i>

2.8 INCIDENT by DISPATCH REASONS

Incident Complaints Reported by Dispatch	Number of Incidents
Falls (17)	13
Sick Person (26)	11
Breathing Problem (6)	10
Chest Pain (Non-Traumatic) (10)	8
MVC / Transportation Incident (29)	5
Seizure (12)	5
Stroke / CVA / TIA (28)	5
Assault (4)	4
Back Pain (Non-Traumatic) (5)	4
Unconscious / Syncope (31)	4
Lift / Invalid Assist	3
Allergic Reaction / Stings / Bites (2)	2
Altered Mental Status (26)	2
Medical Alarm (32)	2
Pain (26)	2
Psychiatric / Behavioral / Suicide Attempt (25)	2
Abdominal Pain / Problems (1)	1
Choking (11)	1
Diabetic Problem (13)	1
Hemorrhage / Laceration / Bleeding (21)	1
Overdose / Misuse of Meds / Poisoning (23)	1



2.9 PROCEDURES PERFORMED by EMS PERSONNEL

<u>Procedure Name</u>	<u># of Times Procedure Performed</u>
Vascular: IV / Extremity Vein Catheterization	65
Assessment: Patient Assessment	35
Cardiac: 12-Lead ECG	31
Cardiac: ECG Monitoring (4-Lead)	28
Assessment: Stroke Exam	9
Splinting: General	2
Respiratory: etCO2 / Digit Capnography	2
Movement via Extrication Device	1
Spinal Motion Restriction (C-Collar)	1
Soft Tissue: General Wound Care	1

2.10 MEDICATIONS ADMINISTERED BY EMS PERSONNEL

<u>Medication Name</u>	<u># of Times Medication was Administered</u>
Normal Saline	15
Fentanyl	11
Oxygen	10
DuoNeb / Atrovent w/ Albuterol	9
Ondansetron / Zofran	6
Aspirin	5
Albuterol	3
Diphenhydramine / Benadryl	2
Dextrose 10% (D10)	1
Ketorolac / Toradol	1
Methylprednisolone / Solu-Medrol	1
Nitroglycerin	1
Epinephrine 1:1,000	1



SECTION 3: TRI-TOWN EMS PERSONNEL:

During the Month of March 2017, one (1) Full Time Paramedic was terminated by the Service, one (1) Full Time Paramedic resigned without notice, Two (2) Full Time Paramedics were hired with a start date in April, and one Part Time AEMT was re-designated as Per Diem. Two employees completed the orientation process with one (1) going through the Paramedic Transition Program. The current staffing level is as follows:

3.1 Full Time Employees:	4	Paramedics (2 to start on 4/10/17)			4	
3.2 Part Time Employees:	1	Paramedic	1	AEMT	2 EMT	4
3.3 Per Diem Employees:	2	Paramedics	8	AEMT	5 EMT	14
3.4 TOTAL WORK FORCE:	7	Paramedics	9	AEMT	7 EMT	23

3.5 Director's Hours – (24 hours on Ambulance, 16 hours for Administrative per week)
 Amb. Hours: 234 Admin Hours: 93 Hol. / Paid Time Off: 0 Details 0
 Required: 96 Required: 64 Available: 0

3.6 Injury Report: No Injuries to Report
 Number of Lost Time Incidents: 0 Number of Lost Time Hours: 0
 Complaint Number: N/A Incident Type: N/A
 Complaint Number: N/A Incident Type: N/A

SECTION 4: EQUIPMENT:

4.1 New Equipment Purchased: No Equipment Purchases
 1. Motorola Portable APX 4000 Radios (4) Cost: \$8,864.14
 2. Motorola Minitor VI Pagers (6) Cost: \$2,593.40
 3. LP 15 SPO2 / SPCO Probes Cost: \$1,423.35

4.2 Equipment Maintenance: No Equipment Maintenance to Report
 1. Equipment Name:
 Maintenance Item:
 2. Equipment Name:
 Maintenance Item:

4.3 Durable Medical Equipment (DME) Failure No Failures to Report
 1. DME Name: AED Trainer, LP500T Failure Date: 3/2017
 Failure Description: Fails to turn on
 Failure Reported To: Manufacturer Chairman of the BOD Medical Director
 NH EMS Federal Agency No Reporting Required
 DME Disposition: Repaired Replaced Disposed Completed Pending



SECTION 5: CORRESPONDENCE WITH OTHER HEALTHCARE & PUBLIC SAFETY AGENCIES

1. **ALLENSTOWN FIRE DEPT. / Town of.**
 1. Coordinated Portable Radio programming.
 2. Active Shooter Exercise planning meeting.
 3. Allenstown Disaster Recovery Plan Exercise
2. **CAPITAL AREA PUBLIC HEALTH NETWORK (CAPHN)**
 1. Sheltering discussion on needs and assistance. CAPHN may be able to help with functional needs of local shelters; look at developing a list of "canned" MOU's that will be needed for sheltering.
 2. Shelter Management kit.
 3. Sheltering Workgroup - Does Allenstown/Pembroke want to be part of this?
 4. Sheltering Trailer - Looking for a community to house it.
 5. NH Emergency Preparedness Conference, June 8th.
 6. Opiate awareness walk coming up.
3. **CONCORD HOSPITAL**
 1. Staffing changes notification
 2. EMS Grand Rounds - Opiates; On-Duty crew attended the training.
4. **Continuum of Care (CoC) / Substance Abuse Disorder (SuD) Meeting Group**
 1. Introduction of Group Members and discussion on each member's goals and concerns with subject matter.
 2. Tri-Town EMS, representing the two towns and EMS in general, presented the challenges and concerns relating to subject matter.
5. **NH BUREAU of EMS**
 1. Medical Control Board Meeting - Protocol Updates, Credentialing, EMS in the Warm Zone Operations course, Cardiac Arrest / C.A.R.E.S Update, EMS Legal (DUI) Blood Draws, "Pressors" and Infusion Pumps.
 2. Staffing changes notification.



SECTION 6: FINANCIALS

6.1	REVENUES		
6.1.1	Ambulance Billing (Based on ComStar Reports)		\$37,121.39
6.1.2	Details		\$0.00
6.1.3	Paramedic Intercept		\$0.00
6.1.4	Administrative Fees (PCR requests, etc)		\$0.00
6.1.5	Educational Charges (CPR, EMS related courses)		\$0.00
6.1.6	Town of Allenstown Payment		\$0.00
6.1.7	Town of Pembroke Payment		\$0.00
6.1.8	Donations		\$0.00
6.1.9	TOTAL REVENUE for MONTH		\$37,121.39
6.1.10	NOTES:		

6.2	EXPENSES		
6.2.1	Payroll #1	Employee Compensation	\$14,289.77
6.2.2	Payroll #2	Employee Compensation	\$15,042.56
6.2.3	Payroll #3	Employee Compensation	\$0.00
6.2.4	Over Time		\$4,633.75
6.2.5	EMS Supplies		\$1,323.72
6.2.6	Equipment		\$12,880.89
6.2.7	Office Expenses	Phone, Copier, Supplies, etc.	\$648.36
6.2.8	Insurances	Health, Dental, Disability, Life, W/C, Unemployment & Liability	\$4,291.16
6.2.9	Fuel		\$
6.2.10	Veh. Maintenance		\$0.00
6.2.11	Uniforms		\$109.95
6.2.12	OTHER		\$611.21
6.2.13	TOTAL EXPENSES for MONTH		\$49,203.62
6.2.14	NOTES:	<i>Radio's and Pager cost encumbered from 2016 (\$11,457.54)</i>	

6.3	AMBULANCE BILLING SUMMARY for the MONTH			
	Payer	# of Transports	Gross Charges	Adjusted Charges
6.3.1	Medicare	28	\$32,712.30	\$15,079.98
6.3.2	Medicaid	7	\$7,740.00	\$1,326.20
6.3.3	BC/BS, Anthem	4	\$4,370.00	\$4,370.00
6.3.4	Cigna	0	\$0.00	\$0.00
6.3.5	Other Comm. Ins	18	\$20,547.97	\$20,547.97
6.3.6	Self Pay, No Ins.	1	\$1,200.00	\$1,200.00
6.3.7	TOTALS	58	\$66,570.00	\$42,524.15
<i>Medicare Allowable Rates: BLSE: \$372.49 ALS1E: \$442.34 ALS2E: \$640.22 Mileage: \$10.79</i>				
<i>NH Medicaid Rates: BLS: \$145.00 ALS: \$175 Mileage: \$2.60</i>				
<i>Tri-Town EMS Rates: BLS: \$750.00 ALS1: \$1,000.00 ALS2: \$1,250.00 Mileage: \$20.00</i>				



NOTES:	All charges are subject to adjustment as payer information is confirmed and contractual obligations are applied.
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6.4	AMBULANCE BILLING SUMMARY for the YEAR (Charges & Balance are Service Estimates)			
	MONTH	ADJUSTED CHARGES	RECEIVED	BALANCE
6.4.1	January	\$44,497.80	\$24,921.27	\$19,576.53
6.4.2	February	\$41,074.41	\$12,138.15	\$28,936.26
6.4.3	March	\$42,524.15	\$0.00	\$42,524.15
6.4.4	April			
6.4.5	May			
6.4.6	June			
6.4.7	July			
6.4.8	August			
6.4.9	September			
6.4.10	October			
6.4.11	November			
6.4.12	December			
6.4.13	TOTALS	\$128,096.36	\$37,059.42	\$91,036.94

6.5	AMBULANCE BILLING SUMMARY for PAST YEARS				
		YEAR (\$/XPORT)	ADJUSTED CHARGES	RECEIVED	BALANCE
(11 Months)	6.5.1	2014 (\$444.25)	\$379,988.31	\$272,321.91	\$107,666.40
	6.5.2	2015 (\$445.05)	\$428,408.07	\$311,533.36	\$116,874.71
	6.5.3	2016 (\$484.65)	\$511,813.81	\$351,604.11	\$160,209.70
	6.5.4	TOTALS	\$1,320,210.19	\$935,459.38	\$384,750.81

SECTION 7: QUALITY ASSURANCE/QUALITY IMPROVEMENT & TRAINING

7.1	TRAINING REPORT				
7.1.1	JEMS Monthly Article	"From the Operating Room to the Streets, A Comprehensive Review of the Most Versatile item in your drug box" 0.5cr	EMPLOYEE PARTICIPATION	12/23	
7.1.2	EMS World Article	"The Lost Art of Conversation" 0.5cr	EMPLOYEE PARTICIPATION	13/23	
7.1.3	MONTHLY SKILLS	Completed – 11/23; Partial Complete – 2/23			
7.1.4	MONTHLY SHIFT TRAINING	"Annual Safety" 1.0cr	EMPLOYEE PARTICIPATION	14/23	
7.1.5	NCCP TRAINING	NONE	EMPLOYEE PARTICIPATION	N/A	



7.1.6	NEXT NCCP TRAINING	“Special Healthcare needs” 2cr	By: Stephanie Locke, I/C, NRP	April 11, 2017 at the Allenstown Fire Station, 1830
7.1.7	ORIENTATION	Two (2) employee have finish their 40 hour orientation & ride time. One (2) of the new employees is going through the Service’s Paramedic Transition Program.		

7.2 GENERAL UPDATES

7.2.1 One (1) of the AED trainers needed to be replaced, and was subsequently received by the Service on April 3, 2017.

7.2.2 Working with employees who relicense in 2017 to assist in their relicensing efforts.

7.2.3 Updates on the Orientation Manual.

7.2.4 Working on a Trauma Algorithm to be utilized by Tri-Town EMS employees. Working in coordination with the Service’s Medical Director, Dr. David Hirsch and Concord Hospital EMS Coordinator, Craig Clough.

7.2.5 Patient Care Protocols will be coming out in a few months, an in-house training will need to be developed.

7.2.6 Both new employees (prior to March) successfully completed their orientation. One move from orientation to his Paramedic Transition Program.

7.3 QUALITY ASSURANCE (QA) / CONTINUOUS QUALITY IMPROVEMENT (CQI) ACTIVITIES

7.3.1 Working with new employees on acceptable documentation practices and other service requirements. An employee was counselled for failure to obtain a patient’s signature when the patient refused transport to the Emergency Department.

7.3.2 Trends:

7.3.2.1 Several employees were reminded to attach copies of 12-Leads to the PCR.

7.3.2.2 Employees were reminded to document the Cardiac Monitor and 12-Lead ECG’s in the procedure section.

7.3.2.3 Some employees are not signing their PCR.

7.3.3 Performance Improvement Plan (PIP)

7.3.3.1 None at this time.

7.3.4 Positive Feedback:

7.3.4.1 Hearshell VanLuven responded appropriately and aggressively for a one (1) year on in anaphylactic reaction. The symptoms were significantly reduced.

7.3.4.2 Christopher Gamache provided aggressive care to a pediatric asthma attack. The patient significantly improved prior to arriving at the hospital.



7.3.5 Recommendations:

7.3.5.1 Complete the process for transferring data from the LP 15's to the PCR.

7.3.5.2 Work towards point-of-care testing (Labs) in the pre-hospital setting.

7.3.5.3 Update the medication log for Ambulance 8.

SECTION 8: VEHICLE MAINTENANCE

8.1	Ambulance 3 (79A3)		
	8.1.1	Mileage	83,625
	8.1.2	Preventative Maintenance	None
	8.1.3	Vehicle Repair(s)	None
8.2	Ambulance 8 (79A8)		
	8.2.1	Mileage	2,464
	8.2.2	Preventative Maintenance	Lube Oil and Filter Change
	8.2.3	Vehicle Repair(s)	1. RECALL ITEM: Transmission Cooling Line; Transmission Cooling Line Failure, Transmission Fluid Leak. Repaired.

SECTION 9: DIRECTOR'S COMMENTS AND RECOMMENDATIONS

9.1 STAFFING: Staffing was difficult in March as the Service had to remove one (1) full time employee from the roster for clinical concerns. That led directly to an immediate resignation of another employee. The effects of this was minimized to some degree as we had paramedics scheduled in the EMT/AEMT slots on the ambulance. The service quickly advertised the positions and had three (3) applicants for two (2) positions. Following all the steps for hiring an employee, the Service was able to present two (2) paramedic applicants to the Service's Board of Directors on March 22. The two (2) paramedics hired, start working for Tri-Town during the week of April 10th. It should be noted that this staffing event substantially used up much of the Over Time Budget for 2017.

9.2 ALLENSTOWN ACTIVE SHOOTER EXERCISE: Tri-Town EMS in coordination with the Allenstown Fire Department, the Town of Allenstown and the Department of Homeland Security are preparing for an Active Shooter Drill which will most likely occur in August of this year. The Service was awarded a grant to purchase tactical EMS gear. Most aspects of this grant process have been completed. The remaining item is submitting a list of equipment to be purchased to the state agency. This is being done in coordination with the Allenstown Fire Department and under the lead of the Concord Fire Department, so to ensure like equipment exist in the Concord, Pembroke & Allenstown Area.

9.3 ALLENSTOWN DISASTER RECOVERY PLAN EXERCISE: Tri-Town EMS participated in the Allenstown Disaster Recovery Plan Exercise on March 31, 2017. Putting into practice concepts learned in ICS course as well as testing the Disaster Recovery Plan. Event occurred at the New Hampshire Fire Academy.



9.4 VIAL OF LIFE: Vial of Life is a program designed to get forms out to the community, particularly those who utilize EMS more regularly, so that their medical information is readily available to the EMS providers. In March, the packets were placed in both fire station lobby's and both town halls as well as inside the ambulance to be handed out. In a few weeks, the Service will instruct the staff to hand out the packets to anyone they feel would benefit from having the packets. Anyone who is interested in obtaining a packet, can call Tri-Town EMS at 485-4411.

9.5 HIPAA / PATIENT SATISFACTION SURVEYS: In March, the Service sent out the first 90 patient privacy practice / survey cards to our patients. To date a total of 150 cards have been sent to patients who date of service was in 2017. Once the back log of patients have been sent a card, the crews will be instructed to hand the cards out at the time of Service and pass on to the Director when a card was not handed out during the call, and in those cases, a card will be mailed to the patient. Nine (9) cards have been received by the service and they are very positive.

9.6 SCHEDULING: The Service will soon be scheduling the full time employees to a 24/72 schedule. This will allow full time employees the ability to plan their time off with a certain level of confidence. The Service's one part time paramedic's schedule works well with this new schedule to get the Director and Assistant Director administrative time off the ambulance.

9.7 AMBULANCE 8: Ambulance 8 has been up and running for over a month now. Members from the public are still coming up to EMS crews and positively commenting on the ambulance, its appearance and asking to see the inside. PL Custom has been contacted to move the refrigerator from the cabinet to the counter top so that it has adequate air flow. Also the Medication Vault is to be rewired so that the ignition does not need to be on for the medication vault to be unlocked.

9.7.1 MAINTENANCE: The Service received a recall notice from Ford, stating the Transmission cooling lines need to be changed. The ambulance was coming up on its first service and the plan was to address the recall at that point. Within a week of the notice, oil was noticed under the ambulance and determined to be the transmission. The same day, the ambulance was brought to Grappone Ford to have the issue taken care of in addition to having the lube oil system serviced. Also, additional Key fobs were purchased. Each fire department will receive one (1), and each on-duty crew member will have one (1), and there will be one (1) spare.

9.8 PORTABLE RADIOS: The Service took delivery of four (4) Motorola APX4000 Radios, one (1) for each on-duty crew member, and one (1) for the Director and one (1) for the Assistant Director. Allentown Deputy Chief Paul St. Germaine programmed the radios and they are in-service. Tri-Town EMS needs to contact Compact Chief, Keith Gilbert pertaining to an agreement to the Service can use the frequency allotted for mobile repeaters. Once this is completed, the repeater in the ambulance will be fully up and running.

9.9 BILLING: The Service is tracking all ambulance billing revenue and specifically updating the 2017 billing log. Prior year revenues will be track through a report provided to the Service by ComStar.

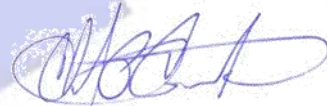
9.10 DCYF CASE: The Service Director received a Subpoena to appear in court for a DCYF case. Hearing was originally in March and was continued to April.



SECTION 10: ADMINISTRATION

- Chairman of the Board, Allenstown Town Administrator: Shaun Mulholland
- Pembroke Town Administrator: David Jodoin
- Allenstown Fire Chief: Chief Dana Pendergast
- Pembroke Fire Chief: Chief Harold Paulsen
- Allenstown Public Member: Michael O'Mara
- Pembroke Public Member: Robert "Bob" Bourque
- Tri-Town EMS Employee Member: Hearshell VanLuven, NRP
- Tri-Town EMS Service Director: Christopher Gamache, BS, NRP
- Tri-Town EMS Assistant Director: Stephanie Locke, I/C, NRP

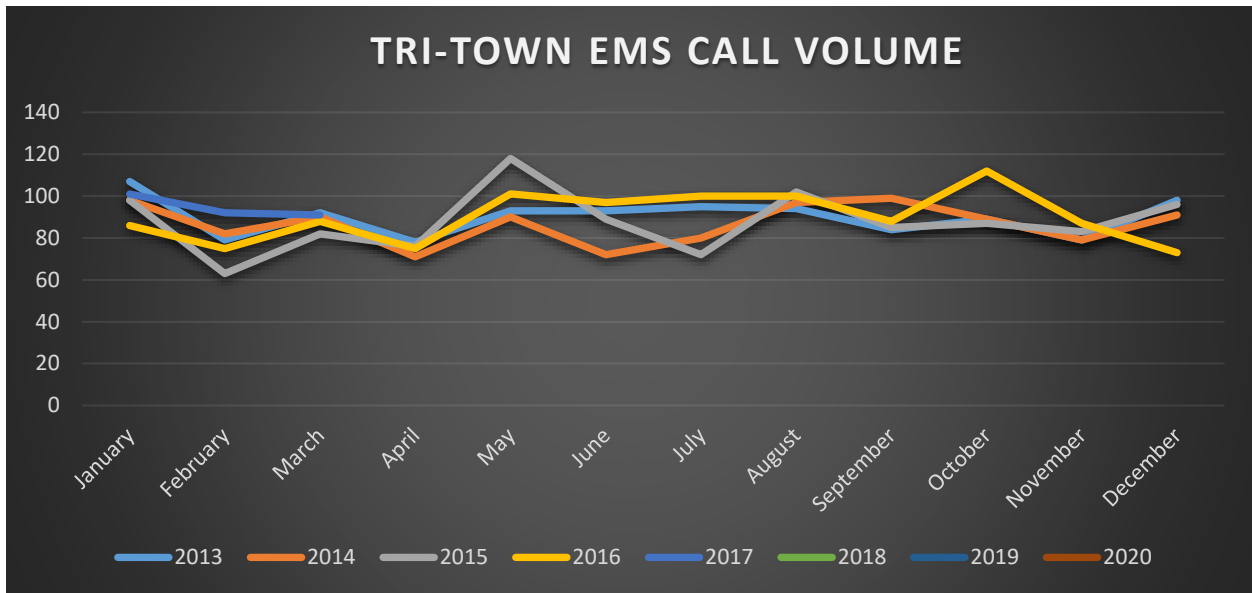
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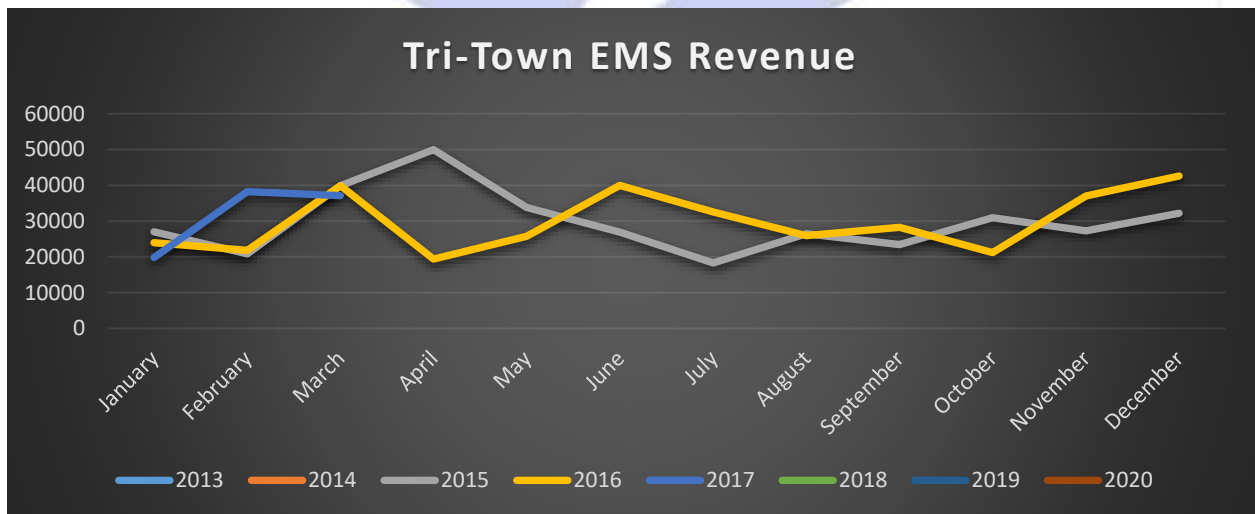
Christopher Gamache, Service Director



EMS RUN VOLUME by MONTH and YEAR:



AMBULANCE REVENUE by MONTH and YEAR:



TRI-TOWN EMS PRIVACY PRACTICE NOTICE & SURVEY



- Patient Satisfaction Survey -

Incident Location: Allenstown Pembroke Hooksett Other: _____ Incident DATE: _____

Please take a few moments to fill out this survey referencing the service you received from Tri-Town EMS, using the rating system of 1- POOR, 2- AVERAGE 3- EXCELLENT.

Did the Ambulance RESPOND to you in a Reasonable Amount of TIME:	1 2 3 4 5	N/A
Rate the Ambulance Crew's APPEARANCE:	1 2 3 4 5	N/A
Rate the Ambulance Crew's PROFESSIONALISM:	1 2 3 4 5	N/A
Rate the MEDICAL TREATMENT you Received:	1 2 3 4 5	N/A
Rate how KNOWLEDGEABLE the Ambulance Crew was with your condition:	1 2 3 4 5	N/A
Rate how well the Ambulance Crew WORKED TOGETHER:	1 2 3 4 5	N/A
Rate how COMPASSIONATE the Ambulance Crew was to your NEEDS:	1 2 3 4 5	N/A
Rate the APPEARANCE / CLEANLINESS of the AMBULANCE:	1 2 3 4 5	N/A
Do you feel the Ambulance Crew was ATTENTIVE to your NEEDS?	YES / NO	N/A
Did the Ambulance Crew keep you INFORMED with what was happening?	YES / NO	N/A
Do you Support the Town's Decision to have a 24/7 STAFFED PARAMEDIC AMBULANCE Service [Allenstown and Pembroke Residence]?	YES / NO	N/A
COMMENTS:		

Do you want the Director to Contact you about the service you received: YES NO | Phone #: _____

(Please separate and mail the pre-paid postage survey. Thank you for your time and comments)

TRI-TOWN Emergency Medical Service - PRIVACY PRACTICE

TRI-TOWN EMS obtained sensitive, personal information about you that the federal government defines as Protected Health Information (or PHI). Our staff is committed to ensure all sensitive information we have obtained remains secure. This information is essential for providing medical treatment to those Tri-Town EMS serves and we are required by law to: 1) Maintain your Privacy, 2) Inform you of your rights with respect to your PHI, 3) Provide you with a copy of this notice, 4) and adhere to the provisions of the law cited in this notice.

Permitted Use of Your PHI: TRI-TOWN EMS may use and/or disclose your PHI for the following reasons: 1) Providing Medical Treatment 2) Obtaining Payment and 3) Healthcare Operations. Under the Privacy Rule, TRI-TOWN EMS may disclose, without your authorization, protected health information about you as deemed necessary to - treat you or to treat a different patient. Treatment includes the coordination or management of health care and related services by one or more health care providers and others, consultation between providers, and the referral of patients for treatment. See 45 CFR §§ 164.502(a)(1)(ii), 164.506(c), and the definition of "treatment" at 164.501. By Law, TRI-TOWN EMS may also use information about you for the billing of Emergency Medical Services rendered to you by the Service, and for administrative functions such as audits and quality improvement processes. The Service may legally disclose your personal information without your consent for public health purposes, auditing, research data, and for emergencies. Whenever possible, TRI-TOWN EMS will release the minimum amount of PHI and in a manner that does not personally identify who you are. The Service will also provide law enforcement and other government agencies with information, without your consent when required by law to do so in specific circumstances.

Patient Rights: Generally TRI-TOWN EMS will obtain your consent or that of your authorized representative before releasing any PHI for billing purposes and/or releasing copies of your documents and you may revoke your authorization at any time, in writing however revocation does not apply to any documents that have been previously released following your original authorization. You have a right to schedule an appointment to view your medical documents as well as to receive a copy your medical documents which the service maintains, for a fee. TRI-TOWN EMS charges \$25.00 per copy of each patient care report and will provide the document within thirty (30) days of receipt of your dated written request. Send request to: TRI-TOWN EMS, 247 Pembroke St., Pembroke NH 03275. Tri-Town EMS will only send your documents via electronic means, (email or fax) when specifically authorized to do so in writing. Tri-Town EMS sends all Patient Care Reports to the receiving facility by a predetermined fax line. Under certain circumstances, you have the right to amend your PHI and the Service will do so in those circumstances within sixty (60) days of receipt of a written request. You have a right to know how the Service has used your PHI and the right to be notified in the event of a breach of the security relating to your PHI for those documents maintain by Tri-Town EMS.

Complaints: If you feel TRI-TOWN EMS has violated your privacy rights, you may contact the Service Director, Christopher Gamache at (603) 485-4411. You may also contact the U.S. Department of Health and Human Services, Office of Civil Rights. TRI-TOWN EMS is required by law to protect your information, provide you a copy of this notice and adhere to the Federal Law known as "Health Insurance Portability & Accountability Act" (HIPAA).

- EMERGENCY DIAL 911 - -

